



U.S. Department of State
INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)				
1. POST Singapore		2. AGENCY Department of State		3a. POSITION NO. P55-015 (T)
3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK. <input checked="" type="checkbox"/> Yes P55-025 <input type="checkbox"/> No				
4. REASON FOR SUBMISSION <input checked="" type="checkbox"/> a. Redescription of duties: This position replaces (Position No.) P55-015 , Telephone Operator (Title) FSN-605 (Series) 4 (Grade) <input type="checkbox"/> b. New Position <input checked="" type="checkbox"/> c. Other (explain) Vacant position. Training grade				
5. CLASSIFICATION ACTION	Position Title and Series Code		Grade	Initials (mm-dd-yyyy)
a. Post Classification Authority BKK/RHR/BRCC	Telephone Operator, FSN-605 (Training grade. Not to be used concurrently with the position #P55015, Full performance level at FSN-4)		FSN-3	ANG
b. Other				
c. Proposed by Initiating Office				
6. POST TITLE OF POSITION (If different from official title)			7. NAME OF EMPLOYEE	
8. OFFICE/SECTION Information Management Office			a. First Subdivision Information Programs Office	
b. Second Subdivision			c. Third Subdivision	
9. This is a complete and accurate description of the duties and responsibilities of my responsibilities of position.			10. This is a complete and accurate description of the duties and responsibilities of this position.	
Typed Name and Signature of Employee _____ Date (mm-dd-yyyy)			Typed Name and Signature of Supervisor _____ Date (mm-dd-yyyy)	
11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.			12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.	
Typed Name and Signature of Section Chief or Agency Head _____ Date (mm-dd-yyyy)			Typed Name and Signature of Admin or Human Resources Officer _____ Date (mm-dd-yyyy)	

13. BASIC FUNCTION OF POSITION

This is a training and developmental level established to provide time and opportunity for the incumbent to acquire the knowledge and experience necessary to perform position duties at the full performance level. Incumbent's performance will be evaluated formally at regular intervals. If performance is found to be satisfactory, after six months, the employee may be upgraded to full performance level, FSN-605-4.

This position is responsible for answering the Embassy Telephone Console calls and directing those calls to the appropriate offices. The incumbent provides information in response to external or internal telephone caller inquiries as one of two Telephone Operators for the U.S. Embassy Singapore Switchboard. The incumbent ensures all incoming telephone calls are answered immediately and provides response to general inquiries, and routes all calls to the correct extension. The incumbent coordinates with the other Telephone Operator and Receptionist to ensure full coverage of switchboard during all hours of operation without disruption of service, and may perform as a backup in the absence of the Receptionist or primary Time and Attendance Timekeeper.

14. MAJOR DUTIES AND RESPONSIBILITIES

% OF TIME

- 1) The incumbent of the telephone operator position will operate the Embassy switchboard console. Places long distance and local calls for Embassy personnel. Directs incoming calls to the appropriate party. **80%**
- 2) Consults the Embassy website to answer general inquiries from the public regarding consular services, such as visa requirements and American citizen services. **5%**
- 3) Updates Embassy staff lists and telephone numbers in web-based applications such as the Embassy's telephone directory and Singtel's Bizlive broadcast messaging service as personnel changes occur. **5%**
- 4) Prepares Time and Attendance for the Information Management (IM) Section on a rotating basis. Collects all leave slips, compiles and computes the timekeeping data and submits all the relevant paperwork to the Financial Management office. **5%**
- 5) Performs receptionist duties in the absence of the receptionist. **5%**

*****Note: This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency.***

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education:
Successful completion of local secondary school or graduating high school education is required.
- b. Prior Work Experience:
Minimum two years of work experience as a telephone operator or answering telephone calls in a customer service position in a medium to large international corporation is required.
- c. Post Entry Training:
On-the-job training in office location with experienced operator and diplomatic terminology used on the telephone.
- d. Language Proficiency: List both English and host country language (s) proficiency requirements by level (II, III) and specialization (sp/read).
Level III (Good working knowledge) speaking/reading/writing in English is required.
- e. Job Knowledge:
PILLBOX Switchboard. Local and International telephone procedures. Understanding the overall organizational structure – functions of different USG agencies and sections within the Embassy. Knowledge about the host country's government structure in order to direct visitors/callers to the right office/section within the Embassy.
- f. Skills and Abilities:
Ability to operate telephone switchboard. Competence with MS Office software programs (Word, Outlook). Must be courteous, have tact and diplomacy in dealing with the public. Requires basic understanding of telephone console systems for transferring calls and managing call queue.

16. POSITION ELEMENTS :

- a. Supervision Received:
Written and oral instructions from the AM Information Management Specialist (IMS).
- b. Supervision Exercised:
None.
- c. Available Guidelines:
In-house instructions.
- d. Exercise of Judgment:
Exercises own initiative/judgment in accomplishing regular operation of the PABX switchboard and in assisting the public in identifying the appropriate offices and individuals being called.
- e. Authority to Make Commitments:
None.
- f. Nature, Level, and Purpose of Contacts:
All levels of Government, Press, and public who call the Embassy for information and assistance.
- g. Time Expected to Reach Full Performance Level:
6 months.